
TRANSPORTATION

Transportation for DHS clients is primarily for:

- Disability Determination Services (DDS).
- Medical appointments.
- Family reunification.
- Counseling.
- Short-term employment or Partnerships. Accountability. Training. Hope. (PATH).
- Other transports as arranged between case worker and CRC.

DHS caseworkers must screen client requests to determine if volunteer transportation is needed or if other alternatives are available. Caseworkers must determine if there are other sources of funding for the transportation such as a Medical Health Plan (MHP), worker's compensation, an auto insurance claim or DHS program funds prior to requesting volunteer assistance.

The DHS-4681, Volunteer Transportation Request/Authorization, or DHS-4681-P Volunteer Transportation Request/Authorization/Payment, is completed by DHS caseworkers, CRC or office volunteer to request transportation and to authorize payment; see RFF Item 4681.

Note: The community resource allocation should only be used for reimbursement when other funding is unavailable.

When no other funding source exists the local community resources allocation may be used to provide transportation for clients in support of their individual or family plan or related service outcome.

Medical Health Plan

If a client is enrolled in a Medical Health Plan the Medical Health Plan has responsibility to provide the medical transportation as defined in the statewide contract. Contract exclusions normally include dental, substance abuse and Community Mental Health (CMH) mental health visits.

To determine if a client is enrolled in a MHP complete a Bridges inquiry. A client will have a Medicaid level of care of 7 or 11. From the left navigation in Bridges select:

1. Interfaces.
2. Level of Care.

Then enter the client's ID number.

Medicaid Reimbursable

Volunteer services may provide transportation funded by Medicaid Assistance. These expenses must be charged to Medicaid rather than the community resource allocation. Medicaid reimbursable expenses include: transportation to all MA enrolled providers; MHP contract excluded services; MA enrolled providers who are providing an MA covered service; VA hospitals or hospitals who do not charge for their services such as Shriners Hospital or St. Jude's Hospital.

Additional references which are helpful include the following:

- BAM Item 825, **MEDICAL TRANSPORTATION**, for MA transportation policies and procedures.
- Children's Foster Care Manual, Item 903-9, PR - NON-SCHEDULED PAYMENTS DHS-634 for policies regarding Payments for State and Court Wards.

MEDICAL REVIEW TEAM REQUEST

Local offices may authorize and pay for travel for one trip for examination and one trip per Medical Review Team recommendation for clients claiming disability or blindness. The transport should be billed to the pending MA program.

DISABILITY DETERMINATION SERVICES (DDS)

DDS is part of DHS and they may request volunteer transportation services through the Community Resource Program. DDS funds the transportation and will fax the DDS-42-114, Travel Reimbursement form to the CRC or Transportation Coordinator. The CRC or Transportation Coordinator fills out a DHS-4681 or DHS-4681-P to

assign the transportation to a volunteer driver. After the transportation is completed and the form is returned, the CRC authorizes payment at whatever the current DHS rate is and then mails the form back to DDS.

NON-MEDICAL TRANSPORTS

Occasionally, referrals are made through the services unit or PATH for non-MA funded transportations. The referral source should be able to identify the funding source such as Family Reunification funds, county child care funds, direct support services, delinquent wards, court wards, MCI or community resource allocation.

NO SHOW TRANSPORTS

Registered DHS volunteer drivers are allowed reimbursement for mileage incurred due to no show transports. The reimbursement is made using community resource allocation (formerly volunteer services allocation) funds; see L-10-012.

TRANSPORTATION COORDINATORS

An office volunteer, with appropriate skills and knowledge and sufficient funds in the community resource allocation permitting, may be used to support coordination of the transportation program.

DENIAL OF TRANSPORTATION REQUEST

A denial of a Medicaid medical transportation request requires a DHS-301, Medical Transportation Notice, be sent to the client. This can be done by a caseworker or the CRC according to local office procedures. DHS clients should be notified by either the CRC or the DHS caseworker, if a volunteer driver has not been found or cannot be assigned for a request for volunteer transport.